



U.S. General Services Administration

Federal Acquisition Service

The background of the slide features a close-up, slightly blurred image of the American flag, showing the stars and stripes in shades of blue, red, and white.

IWAC RBA Extension Project Overview

GSA Users Training Module

IWAC RBA Extension – Project Overview

Description: This training module will provide an overview of the IWAC RBA Extension project and will explain the new IWAC workflow in RBA.

Navigation: If the tutorial opens up in your web browser, simply click your mouse or your space bar to advance to the next slide. Use the “Backspace” key to go back. If the tutorial opens in the PowerPoint application, click on “F5” to view the tutorial. Use the spacebar or click your mouse to advance to the next slide. To go back, click on the “Backspace” key.



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Purpose

After completing this training you will understand:

- IWAC RBA Extension project background
- Operational impacts of the new IWAC process in RBA
- How registration will be handled for the existing IWAC users
- Differences between the old (abbreviated) IWAC RBA workflow and the new IWAC RBA workflow.



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Background

- Previously, the Integrated Workplace Acquisition Center (IWAC) was utilizing the Regional Business Application (RBA) IT-Solutions Shop (ITSS) component for pre-award activities, mainly the solicitation and evaluation phases. Client funds tracking and the signing/awarding of purchase orders to contractors were performed outside of ITSS.
- Upon deployment of the IWAC RBA Extension project, the IWA Center will perform all acquisition activities within ITSS and ITOMS, including funds management, awarding orders and processing invoices. Performing all order related activities within one application will:
 - Streamline the process,
 - Allow easier reporting and funds tracking, and
 - Reduce costs associated with maintaining multiple applications.



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Retiring Region 30, Adding Region 31

- Previously, IWAC orders were processed as Region **30**, with the abbreviated workflow (i.e. no client funds tracking, no award of PO).
- With the deployment of the IWAC RBA Extension project:
 - Region 30 (abbreviated workflow) is now retired and will not be used for new orders.
 - All Region 30 orders continue to have the abbreviated workflow.
 - IWAC orders are now processed as Region **31**. Region 31 orders:
 - Have the same full (end-to-end) workflow that is used by the other AAS regions.
 - Use the same Program Type (Budget Activity): Furniture (FURNTR/FR).
 - That are awarded under a GWAC will be passed to the GWAC MM.



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Registration

- Existing Region 30 GSA users are granted access to the new Region 31.
 - User home regions have been updated from Region 30 to Region 31.
- Existing IWAC users remain in their Region 30 groups to allow completion of their outstanding Region 30 orders.
- Existing IWAC users have the same permissions under Region 31 as they currently have under Region 30 unless GSA specifically requests removing or adding permissions.




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RBA Applications Overview: ITSS

- **IT-Solutions Shop (ITSS)** is the primary application used by GSA Regional employees to setup orders, establish funding, publish solicitations, award purchase orders, and provide invoice acceptance.
- **ITSS** enables GSA users to conduct procurement solicitation activities in a virtual environment. Strict workflow controls exist in the system that maintain the integrity of the procurement process.

IT-Solutions Shop (ITSS) Landing Page



U.S. General Services Administration
AAS Business Systems Portal

IT-Solutions

ITOMS

Welcome George GSA!

AASBS Helpdesk: 877-472-4877
AASBS.helpdesk@gsa.gov

WelcomeOrdersFundingRegistrationContracts

IT-Solutions Shop

Welcome to the IT-Solutions Shop

IT-Solutions Shop (ITSS) is an online, web-based purchase order system designed to facilitate the development of delivery and purchase orders within FAS programs. ITSS provides convenient access to a centralized work environment where orders are submitted, processed, and awarded.

Need Assistance?

Technical Support and Registration
Call: (877) 472-4877
Email: AASBS.helpdesk@gsa.gov

[Create a Feedback](#)
[View Feedbacks](#)
[Guide Me](#)
[Site Help](#)
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Directory

Registration : [Client](#), [Contractor](#), [GSA](#), [Registering for Clients or Contractors](#)
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GSA Information : [About GSA](#), [GSA Regions](#), [Public Building Svc.](#), [Federal Acquisition Service](#)
Program Information : [Assisted Acquisition Service](#), [GSA - GWACS](#), [Office of Integrated Technology Services](#), [Agency-wide Interagency Agreement](#)

ITSS Quick Links

Go to a Specific Order in
Integrated: Go
[Create New Order](#)
[View Orders by Order ID](#)
[View Orders by ACT Number](#)
[View Funding Documents](#)
[Go to Legacy](#)

ITSS Action Items

<<-- View Action Items -->>
Showing 1 - 20 of 98 results.
Items per Page Page of 5
[First](#) [Previous](#) [Next](#) [Last](#)

Action Item Link
5TI69100248-002 FPDS-NG Form: Not Submitted
ID07120909-000 Directed Buy - Revision 00
Pending Purchase Order by GSA
ID07120713 CSR Acknowledgment Requested
ID07120713 CSR Acknowledgment Requested
ID07120713 CSR Acknowledgment Requested
ID07120713 CSR Acknowledgment Requested

System Announcements

Entries

ITSS Reports

RBA Task Overview Report

Please enter an Order ID:

View Report

FAS RBA Customer Funding Statement

Please enter a Funding Document number:

View Report

RBA Small Business Invoice Report

All Regions View Report

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RBA Applications Overview: ITOMS

- The Integrated Task Order Management System (**ITOMS**) is the application used by the Financial Services Center (FSC) to obligate funding to specific task orders. It is also the means by which GSA can generate accruals, process invoices, bill clients, and transmit necessary data to GSA Finance.
- **ITOMS** gives GSA users the ability to certify funds and obligate them to a specific task order, prior to the purchase order award.

ITOMS Landing Page

**U.S. General Services Administration
AAS Business Systems Portal**


Welcome George GSA!

AASBS Helpdesk: 877-472-4877
AASBS.helpdesk@gsa.gov


IT-SolutionsITOMS

WelcomeOrdersFundingsInvoicesReportsFlat FilesDemographic Data


Integrated Task Order Management System

Welcome to the Integrated Task Order Management System

The primary role of ITOMS, for the General Service Administration (GSA), is the automated management of customer funding control data and financial management data.

My Options

[My Orders](#)
[My Funding](#)
[My Clients](#)
[My Employees](#)
[My Regions](#)

System Announcements

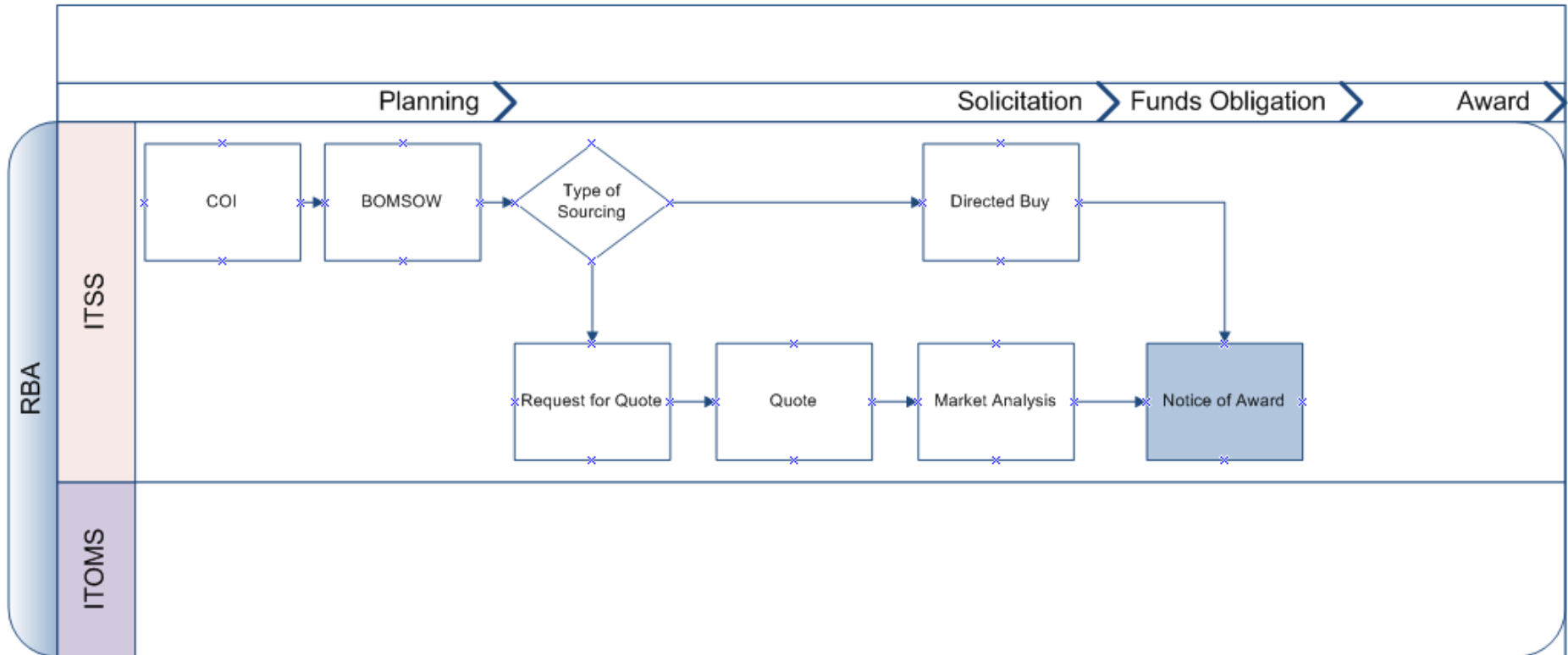
[Entries](#)

Action Folders

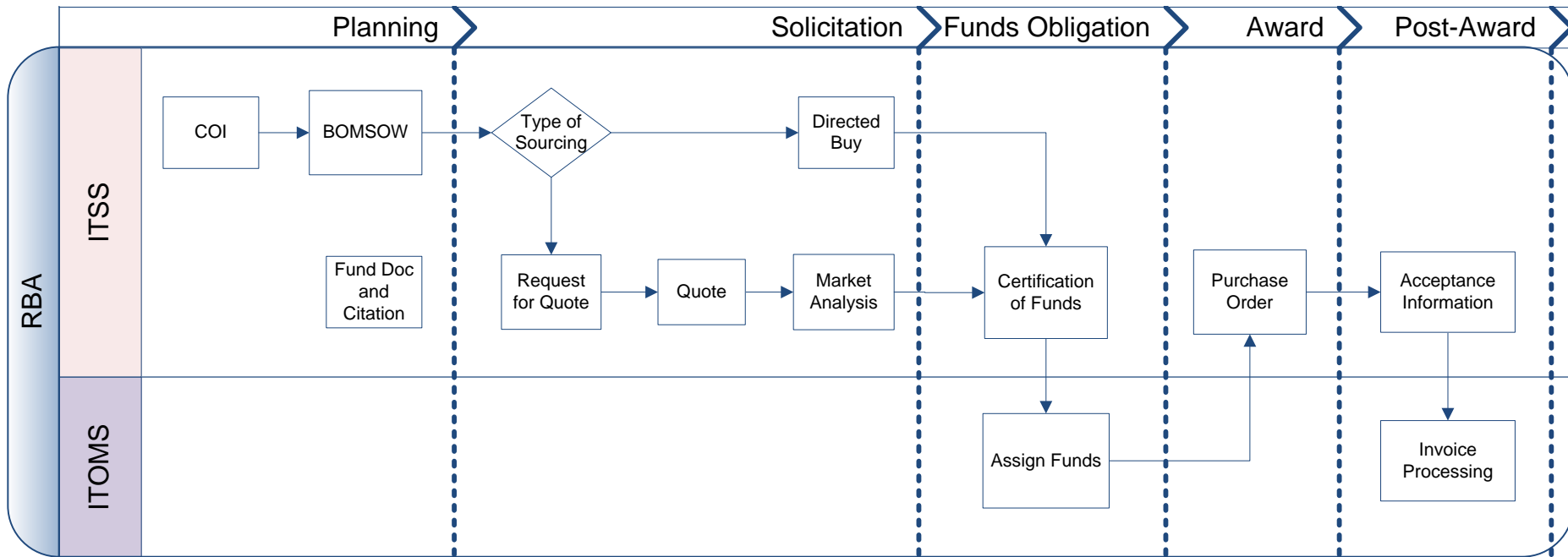
[Assign Order Funding](#)
[Evaluate POP/Accrual Date](#)
[View NEAR Validation Errors: Orders](#)
[View NEAR Validation Errors: Funds](#)
[Generate Monthly Accruals](#)
[Certified Invoices](#)
[Pending BFY Orders](#)

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IWAC Region 30 Workflow



IWAC Region 31 Workflow





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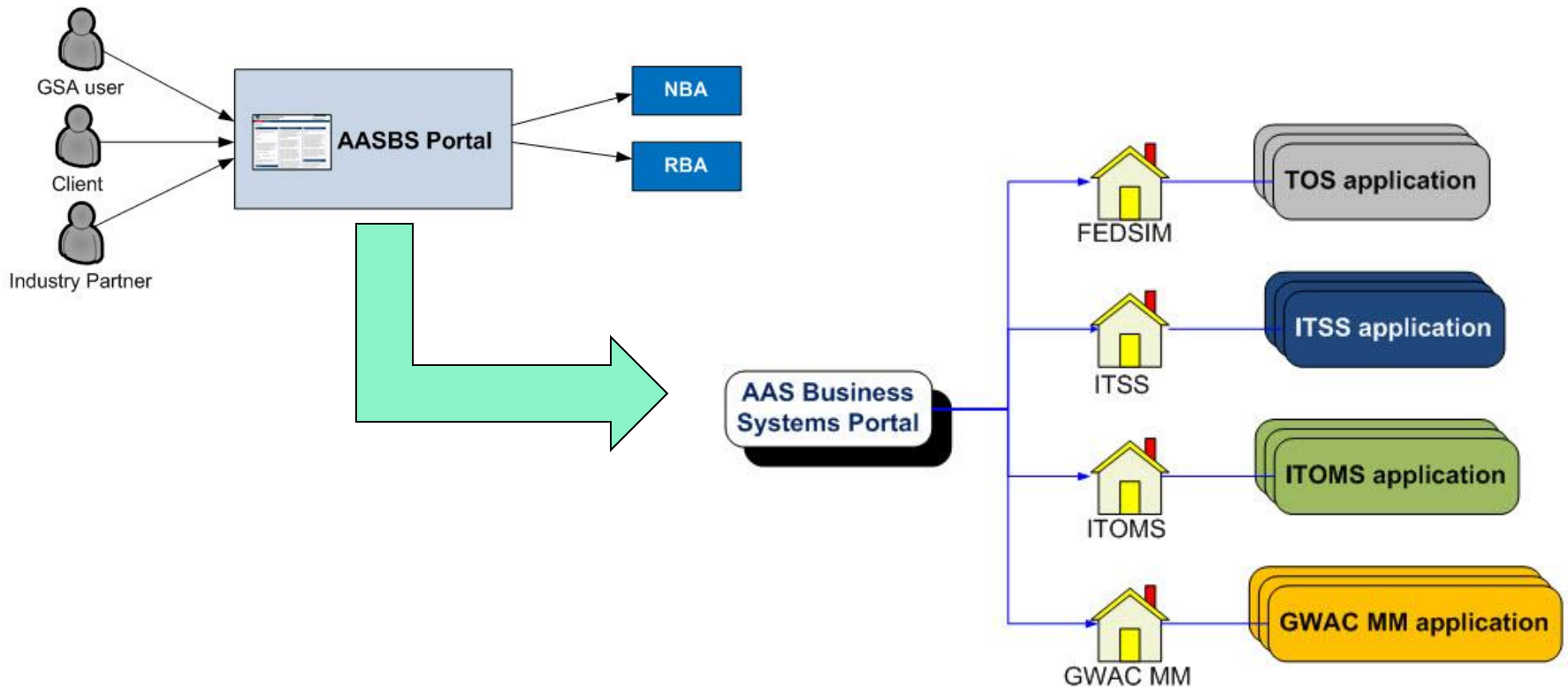
User Types and Roles

- There are 3 main user types:
 - **GSA users:** users who manage client orders in ITSS
 - CSR – Customer Service Representative
 - FM – Funds Manager
 - CO – Contracting Officer
 - **Clients:** users requesting goods and services
 - **Contractors (aka Vendors, Industry Partners):** users providing goods and services

- User privileges and functionality differ depending on the user type and role. User privileges are covered in detail within each specific module.

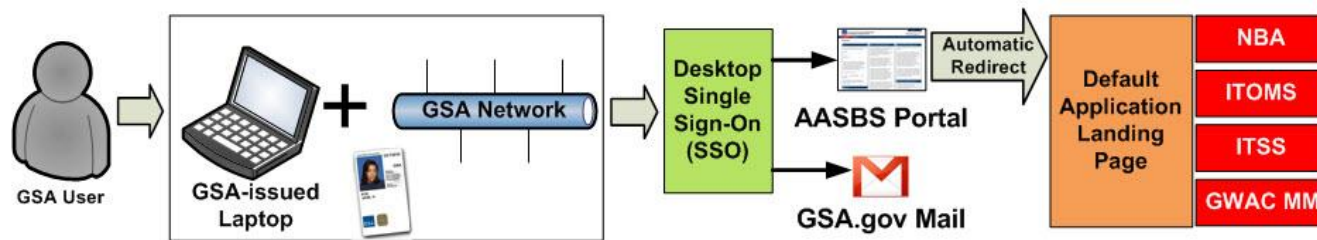
Logging in via the AASBS Portal

- A single entry point to the NBA and RBA for all GSA Users, Clients, and Industry Partners

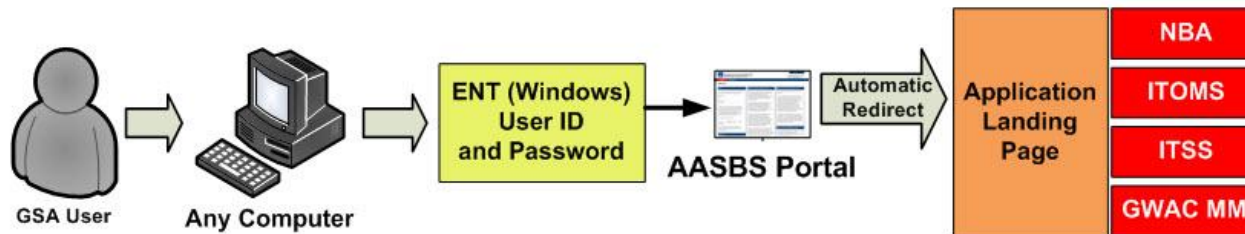


GSA Users Can Login Using Single Sign-On

- SSO = GSA-issued laptop + GSA Network
 - No need to manually enter credentials



- No GSA laptop or GSA network? Then manually enter your ENT (Windows) user ID and password to login.

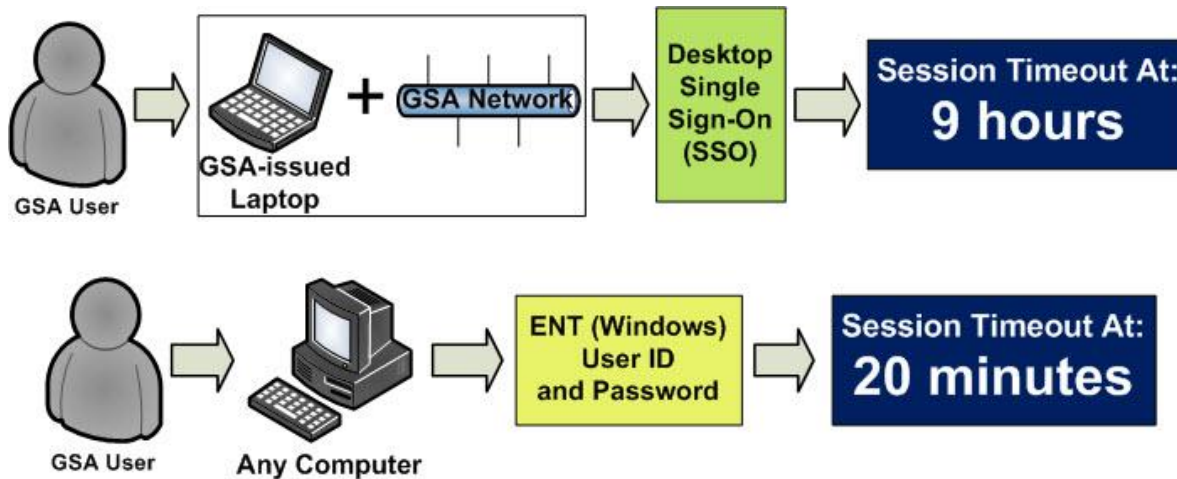


Important Security Policies

- Your AASBS account will be locked if you have 5 consecutive failed login attempts. You must call the Helpdesk to unlock your account.



- If you are inactive for a set amount of time, your session will timeout and the system will automatically log you out of the system



Portlets & Reports Portlet

- Portal Login & application 'Landing Pages' each have unique portlet content.
- A Reports portlet is now available to NBA GSA users, RBA GSA users, RBA Clients, and RBA Contractors.
- Reports portlet allows users to access to real-time, on-demand reports.

Role / Report	NBA Task Overview	RBA Task Overview Report	FAS Customer Funding Statement	RBA Small Business Invoice Report
FEDSIM	Report contains less data than RBA report	n/a	n/a	n/a
RBA GSA User	n/a	Full Report	Full Report	Full Report
Client	No Access	Full Report	Full Report	No Access
Industry Partner	No Access	Limited Report	No Access	No Access

FEDSIM Reports

NBA Task Overview Report

Please enter an ACT Number:

[View Report](#)

ITSS Reports

RBA Task Overview Report

Please enter an Order ID:

[View Report](#)

FAS RBA Customer Funding Statement

Please enter a Funding Document number:

[View Report](#)

RBA Small Business Invoice Report

Region 31

[View Report](#)



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The following items require Helpdesk intervention:

- Resetting an Invoice
- Reopening orders that are marked complete
- Missing buttons
- General system issues or non-responsiveness



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Help Desk Assistance Contact Information

- Online: <https://web.itss.gsa.gov/it-sol/feedback.nsf/>
- Email: AASBS.helpdesk@gsa.gov
- Phone: 877-472-4877

Help Desk Supervisory Process & Contact Information

- User survey review rate – 100%. Reviews identify:
 - Excellence in customer service
 - Opportunities for improvements
- Email: kevin.mcgibney@gsa.gov – or – kmcgibney@techflow.com
- Office Phone: 858-412-8023
- Cell: 858-922-7398

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Questions & Support

- For questions regarding AAS Policy please contact randy.matlack@gsa.gov or robert.niewood@gsa.gov
- For questions regarding the IWAC RBA Extension Project Overview training module please contact RBA Technical Support:
 - Phone: 877-472-4877
 - Email: AASBS.helpdesk@gsa.gov

